GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1553
ANSWERED ON:27.02.2003
COUPON REVALIDATING MACHINES
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Will the Minister of RAILWAYS be pleased to state:

(a) whether Railway has conducted any feasibility and usability survey of the Coupon Revalidating Machines installed in Western Railway and Central Railway in Mumbai;

(b) if so, the details thereof;

(c) whether the Government are aware that most of the machines for most of the time do not function and the commuters who purchase coupon, using coupon have been forced to get it stamped on the counter due to failure of this machine;

(d) if so, the reasons therefor along with maintenance charges, installation charges, cost, usability of Coupon Validating Machine during the last three months; and

(e) the corrective measures taken by the Government in this regard ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b): To reduce the queue length at the booking counters for issue of card tickets, Coupon Validating Machines (CVMs) were installed on Western Railway as a pilot project after conducting feasibility and usability survey. Based on the feedback received from the passengers of Western Railway, it was later on extended to Central Railway.

(c): Some machines do intermittently fail. On such occasions, passengers get the coupons manually stamped from the booking counter for which they get priority.

(d): The major reasons for the failure are :-

(i) Mechanical fault like motoring failure, heading failure.

(ii) Jamming up of papers due to interference by urchins.

(iii) Power failure/fluctuation making the display faulty.

Some of the Coupon Validating Machines are under warranty and Annual Maintenance Contract (AMC) forrest of the machines has been given to the original equipment manufacturer company. The details of cost of machines, maintenance contract charges, number of coupon booklets sold and average earnings on Central and Western Railways are as under:-

Central Railway: (Rs. in lakhs)

Month	Daily average Coupon booklet sold.	Daily average earnings.
November'02	7,500	3.14
December'02	11,114	2.61
January'03	7,124	1.91

Western Railway: (Rs. in lakhs)

Month	Daily average Coupon booklet	Daily average earnings.
November'02	4,523	2.13
December'02	4,604	2.16
January'03	3,729	1.76

Cost of one machine : Approximately Rs.29500/.

Maintenance contract charges : Approximately Rs.5000 per year per machine.

(e): The working of CVMs is being monitored on day-to- daybasis at various levels. On account of faulty maintenance, penalty has been imposed on the manufacturer company to whom AMC has been given.